



# Critical Information Summary

## 1-Year Double Eight Plan

### Service Description

- This Service is a SIM-only, 1-year no-contract mobile plan with local and roaming usage quotas bundled.
- The Service is at \$96.00 for 365 days. The full 1-year contract amount is payable upfront upon registration and initial subscription. Any applicable discounts or promotions will be reflected at the point of purchase.
- Entitlements are refreshed every 30 days throughout the 1-year term (equivalent to 360 days). 5 days of entitlement will be added to your last i.e. 12<sup>th</sup> cycle of the service.
- You may choose from a physical SIM or eSIM for this Service.
- Credits are not allowed for 1-Year Plan purchases, but can be used for plan renewal, charges for excess usage, or any usage excluded in the plan entitlement. Credits in Main Balance are not refundable, transferable or exchangeable for cash.

### Minimum Term

- The Service has a minimum period of 1 year (365 days), effective from the SIM activation date.
- Service entitlements are supplied on a rolling 30-day basis for 11 months and 35 days for the 12<sup>th</sup> month. The entitlements will automatically refresh each cycle throughout the 1-year period.
- After the last month of the 1-Year subscription, your service will renew on the equivalent monthly plan if Auto-Recharge is enabled on your account. You shall be charged for this renewal before the end of the plan cycle; the plan charge will be deducted in the following priority: 1. Wallet (Main Balance), 2. linked credit/debit card.

Customers are permitted to terminate the Service at any time during the 1-year period; however, all upfront payment made for the full 1-year contract are non-refundable and non-exchangeable for cash. No refunds will be issued for early termination or non-usage.



## Eligibility

The Service is available to all Singapore Citizens, Permanent Residents, Employment and Long Term Pass holders aged 16 years old as of registration date.

- Each ID can sign up for up to 10 plans, subject to local regulatory restrictions.

## Price Plan Information

All prices are in Singapore Dollars (SGD).

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| Price Plan                            | <p>\$96 1-Year Double Eight Plan</p> <ul style="list-style-type: none"><li>• GST-inclusive Services: \$33.60 (Local Data, Minutes &amp; SMS)</li><li>• Zero-rated Services: \$62.40 (Roaming Data &amp; IDD)</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Plan Cycle                            | 365 days, plan cycle starts when SIM is activated. No contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Plan Entitlement<br>(Renewed monthly) | <ul style="list-style-type: none"><li>• <b>Local Data:</b> 528GB local data (for use in Singapore, Malaysia, Indonesia, Thailand, Hong Kong)</li><li>• <b>Local SMS:</b> 88 SMS</li><li>• <b>Local Calls:</b> Unlimited (capped at 3,000 minutes)</li><li>• <b>IDD Calling*:</b> 528 minutes (all eligible countries excluding Myanmar), 88 IDD mins (Myanmar only)</li><li>• <b>Data Roaming**:</b> 12GB APAC Roaming Data, 3GB International Roaming Data</li><li>• <b>VoLTE Roaming:</b> 288 incoming minutes, 288 outgoing minutes to home country (Singapore), 288 outgoing minutes to local country (the country that you roam)</li><li>• Free local incoming mins and SMS</li><li>• Free Caller ID</li></ul> <p>The service will stop once the entitlement is used up. All entitlements will be refreshed during the next renewal cycle. To get more entitlements immediately, you may choose to upgrade your plan or purchase our add-ons.</p> <p><i>* List of eligible IDD calling countries subject to change, refer to 'IDD' section below.</i></p> <p><i>** List of eligible roaming countries subject to change, refer to 'Roaming Countries' section below.</i></p> |
| Data & Voice Roaming                  | Roaming Entitlements (roaming services work on VoLTE phone)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                    | <ul style="list-style-type: none"> <li>• Asia Pacific (APAC) Roaming</li> <li>• International Roaming (Group A)</li> <li>• Refer to <a href="#">our Roaming page</a> for the latest list of eligible roaming countries in the applicable zones.</li> </ul> <p>Roaming Activation &amp; Operator Selection</p> <ul style="list-style-type: none"> <li>• The service plan must be activated in Singapore before usage.</li> <li>• For an optimal roaming experience, ensure APN and data roaming settings on your device is accurately configured. Your device should automatically latch onto any eligible roaming network operator in the destination country; however you may choose to manually select your operator. Refer to more details <a href="#">here</a>.</li> <li>• The service will stop once the entitlement is used up. The entitlement will be refreshed during the next renewal cycle. To get more entitlements immediately, you may choose to upgrade your plan or purchase our add-ons.</li> </ul> |
| IDD                | Refer to the latest list of eligible IDD countries <a href="#">here</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Activation Fees    | No activation fee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Usage              | <ul style="list-style-type: none"> <li>• All entitlements in this plan are valid for 30 days with no refund on any unused entitlements.</li> <li>• You will receive an SMS notification upon 50%, 85% and 100% usage of the entitlement.</li> <li>• SIM Card / eSIM must be activated in Singapore before usage.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Number Portability | Applicable for this plan (i.e. you may transfer an existing postpaid number to this service). There are no additional fees for this service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| SIM Replacement    | SIM replacement is free of charge at any of our eight Service Centres.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Wallet Credits     | Non-refundable, exchangeable for cash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Termination Fees   | No termination fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## Plan Movement – Change, Renewal, Termination

- **Plan Renewal:** If you have enabled Auto-Recharge, this Service will automatically renew to the corresponding monthly mobile plan i.e. the \$8 Double Eight mobile plan upon plan expiry and a successful deduction of the upcoming plan charge. The plan charge will be



deducted in the following priority: 1. Wallet (Main Balance), 2. linked credit/debit card.

- **Plan Expiry:** This plan will expire if Auto-Recharge is not enabled. Upon plan expiry, a 60-day grace period will apply. During the grace period, you will continue to receive incoming SMS and may receive notifications reminding you to recharge. After the 60-day grace period, you may continue to receive incoming SMS; however, any unused wallet credit will be forfeited.
- **Plan Upgrade:** Upgrades are considered a plan change and takes effect immediately. You may upgrade your plan from your 11<sup>th</sup> month onwards via the eight account or at eight retailers. Upon payment of the upgraded plan, the new plan will be activated, and the original plan will be terminated.
- **Plan Downgrade:** Downgrades are considered a plan change but will take effect only on the next plan renewal cycle. You may request a downgrade from your 11<sup>th</sup> month onwards via the eight account or at eight retailers.
- **Plan Stacking:** Plan stacking allows you to purchase and queue additional plans. Stacked plans will be utilised based on the order of purchase. Once the stacking plan is activated, it will follow the plan's construct cycle and rules. You may purchase and view stacked plan information from your 11<sup>th</sup> month onwards.
- **Port-in:** The service will commence on a 365-day plan cycle once the port-in is successfully completed.
- **Port-out:** The service will be terminated upon successful port-out to another service provider.
- **Plan Termination:** Plans can be terminated by writing to us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg).

## Account Management

- Login to [eight account](#) to view your entitlements, usage, payment details and receipts as well as purchase add-ons or manage your linked credit cards.
- **Auto-Recharge:** Auto-recharge enables you to continue to have service without interruptions. Login to your account to enable auto-recharge; when auto-recharge is enabled, we will deduct the plan charge from your wallet balance or your linked credit/debit card. We encourage you to turn on auto top-up so that your services will continue without interruption.



## More Information

- For more information, refer to our [Frequently Asked Questions \(FAQs\)](#). Alternatively, you may choose to email us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg) or visit us at our [Service Centers](#).
- For enquiries relating to porting, refer to our [Porting FAQs](#). Alternatively, you may choose to email us at [portin@eight.com.sg](mailto:portin@eight.com.sg) or visit us at our [Service Centers](#).
- For enquiries relating to plan and account termination, refer to our [Account FAQs](#). Alternatively, you may choose to email us at [helpme@eight.com.sg](mailto:helpme@eight.com.sg) or visit us at our [Service Centers](#).
- Refer to our [General Terms and Conditions](#) and [Data Protection and Privacy Policy](#) for more information.